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ABSTRACT

Comserve is an electronic information service comprised of several different components that can be useful to communication teachers and professionals with access to the Internet. Users can search a large number of files related to communication studies and research, locate those of interest, and have copies sent through e-mail for downloading. Comserve maintains several "hotlines," on-line discussion groups, and bulletin boards on areas of special interest. Currently, 24 hotlines are available for public discussion through e-mail. Comserve also makes available perhaps the most extensive index to articles published in a wide array of communication journals and provides on-line information regarding the annual convention of the Speech Communication Association. People with access to an Internet Gopher client program can use many, though not all, of the Comserve services through that connection. (A description of hotlines and a list of journals indexed is attached.) (RS)

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ED 391 202

Using Comserve in Communication Courses

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Comserve is an electronic information service comprising several different components that can be extremely useful to communication teachers and professionals. Comserve services are maintained through the Communication Institute for Online Scholarship (or, CIOS). Users need not be a member of CIOS, but associate membership status does increase one's access to the full range of Comserve's benefits (as described below). There are approximately 7,000 users of Comserve's services, representing about 64 countries. Most users are from the USA, as one might expect; the next largest representation of users comes from Canada, followed by Australia, Great Britain, and the Netherlands.

Comserve is now available through gopher connection to the internet (with certain limitations). Although using the internet is the main focus of our program today, I will begin with a brief overview of all of Comserve's components and uses.

Comserve and CIOS Services

First, Comserve is a file server that stores large numbers of files related to communication studies and research. Users can search these files, locate those of interest, and have copies sent through e-mail for downloading at one's terminal. Comserve's files are organized by general categories of subject matter, such as "Research," or "Bibliographies." There is a "directory" file for each category. One can get started by sending a command to provide a list of all the

categories, a directory of the directories ("Directory Info"). From this list, a person can select a specific directory to see all the files that are available in that particular subject.

Categories of files include the following:

Archive (past files, now archived).

Biblio (bibliographic lists).

Research (research materials).

Announce (announcements).

Syllabus (Course descriptions).

Computer (computer related files).

Comserve (dealing with services of Comserve).

News (back issues of the newsletter).

Curriclm (Course and curriculum materials).

Instruct (instructional materials).

Crtnet (back issues of Communication Research and Theory, ed. by Prof. Benson, Penn State).

Scholars (pedagogical and research materials from distinguished scholars).

EJCREC (articles from the Electronic Journal of Communication).

Authors (guidelines for authors submitting mss. for various publications).

To receive an annotated directory for the files in any of the larger categories, one sends the command, "Directory category-name"; for example, "Directory Curriclm," or "Directory Authors," to "Comserve@Rptisvm.Bitnet" or "Comserve@vm.its.rpi.edu" (Internet).

Second, Comserve maintains several so-called "hotlines," which

are on-line discussion groups and bulletin boards, keeping one involved and up-to-date in areas of interest. Hotlines can be accessed through Comserve's internet connection, as well as through the standard e-mail connection. Getting started with the hotlines in simple, a feature for using many of Comserve's services. The first step is to send the command, "Help Topics Hotline" to the Comserve host (using the Bitnet or internet address). You will receive by return e-mail (occasionally requiring overnight delivery) a step-by-step guide for using the hotlines. To review all the hotlines that are available, send the command, "Show Hotlines." Once you have perused the list of the various on-line discussion groups, you may join the ones that sound interesting by sending the command "Join Hotline [name of hotline] [your full name]. Once on a hotline (a "subscriber"), one joins in the discussion, asking and answering questions, commenting on topics that come up, by sending your contribution directly to the hotline itself, rather than to the regular Comserve address. This feature causes some minor confusion, as occasionally people will send contributions to Comserve's general address instead of the to the hotline address; as a subscriber you will thus get mail from people asking, for example, to subscribe or to cancel, which should have gone to Comserve instead of out to the entire discussion group.

Some of the "hotlines" are actually news or bulletin services and are hence not interactive. The most useful of these are probably "NewsLine," "NewBooks," and "Preview." There is also a "CommJobs" hotline for distributing position announcements (open to Comserve Associate members, persons at institutions that are members, and in

some foreign locations; there is no charge for job announcement submitted electronically to Comserve).

First, "NewsLine" provides to its subscribers a regular news bulletin, or electronic newsletter, that keeps one up to date on announcements of interest in the communication field, calls for papers for conferences, journals, collections, and dates and registration information for upcoming conferences or conventions. The March 19 news bulletin, for example, included announcements concerning an electronic panel discussion on the ComGrads hotline dealing with the future of the field of communication studies, a conference on ethics and communication at Emerson College, the SCA plans for a summer conference on health communication, and a call for manuscripts for an upcoming book on computer-mediated communication. Regardless of what other hotlines one may join, this one is a must for keeping up with events in the field.

Secondly, I recommend subscribing to the "NewBooks" hotline, which carries announcements and very brief reviews or descriptions of new publications. These announcements seems to come in spates, however; and there are periods when one seems to receive no "NewBooks" announcements. This hiatus may result from an uneven pace of submissions or from the fact that the Comserve staff, facing time pressures in other areas, prepare the postings themselves.

The "Preview" hotline is intended for more detailed dissemination of information regarding research or work-in-progress. Information provided may include abstracts of papers, reports, articles waiting for publication, and even information about computer programs. Through e-mail, one can obtain a form for

submitting preview material, which is reviewed by Comserve staff for disciplinary relevance before it is distributed over the network.

There are currently 24 hotlines for public discussion through e-mail; the list is appended to this paper for information. The amount of discussion on each hotline seems to vary. I have found, for example, that there is much less ongoing discussion on the "OrgComm" line than on, say "ComGrads," which is for graduate and undergraduate students to exchange ideas on what they see going on in the field. Graduate school "immersion" in the ongoing issues in the field may account for this phenomenon. Recent discussions on all the hotlines may be called up through the internet connection to Comserve, so that one may review the conversation. In addition, Comserve keeps archived files of so-called "notebooks" for each hotline. One can search notebook files for key terms or names just as in searching any other Comserve file, allowing one to locate notebooks that may be of interest. I have available in the appendix examples of exchanges through the hotlines; more samples are available for those who are interested (or we can see them on the internet).

Third, Comserve makes available perhaps the most extensive index to articles published in a wide array of communication journals. Journal searches allow for quick, computer searches of the communication literature. The journal index (as ComIndex) is also available in diskette program format for acquisition by libraries or individuals (IBM pc or compatible computer is currently required for use of ComIndex). To access the full list of journals, one must be an Associate member (see appended list of currently available journals);

otherwise, one has access only 11 journals, including *Quarterly Journal of Speech, Human Communication Research, Communication Theory*, and *Journal of Communication*.

To begin, one would send the command "Show Journals" to obtain the most current list of journals covered by the index. One then can initiate searches by sending the command, "JSearch," with various parameters. One can search by author(s), key terms, and terms in titles. The search can specify particular journals or search all available journals. Sample output from journal searches are available for those interested. In searching for terms, one may need to bear in mind the international nature of Comserve; there may be various spellings for the same term, as in "organization" or "organisation"; and some items may be in other languages, such as French. The "JSearch" command allows one to search by stem, as well as the full term, which can overcome some language or terminological differences. For example, the stem "rhet" with find references to "rhetoric," "Rhetorical," "*rhètorique*," and so on. In may own field of interest, "Africa" will discover all articles containing the word "African."

Fourth, Comserve now provides on-line information regarding the SCA convention, calls for papers, complete convention programs, and indexes to convention papers. Since August of 1994, Comserve has hosted an electronic version of the SCA convention program. One can begin access to this service by sending the message, "Help Topics SCA," to the regular Comserve e-mail address. Using this service, one can find the title of a convention paper and the name and institutional affiliation of the author(s). Copies of the paper can be

obtained by contacting directly the author, although the paper may eventually be catalogued in Comserve files. This SCA file can also be accessed through the internet.

Fifth, Comserve also provides a directory of communication scholars and programs. The directory is contained in a "white pages," which allows one to locate other scholars by name, network address, and areas of special interest.

CIOS/Comserve Gopher Service

People with access to an Internet Gopher client program can use many of the Comserve services through that connection. To begin, one starts the Gopher client service by this command:

"gopher cios.llc.rpi.edu."

The opening menu indicates the kinds of services obtainable through the internet connection (See gopher menu appended to this paper).

Internet Gopher Information Client v.2.o.16

Home Gopher server: cios.llc.rpi.edu.

1. - Background and Orientational Information -
2. Orientation to the CIOS/Comserve gopher service
3. What's new on the CIOS/Gopher service (updated regularly)
4. Info about the Communication Institute for Online Scholarship/
5. Info about the CIOS/Comserve service/
6.
7. - CIOS/Comserve Principal Services -
8. CIOS/Comserve hotline system (electronic conferences)/
9. CIOS/Comserve resource library & full text research service/
10. Electronic white pages for the communication discipline/
11. CIOS/Comserve electronic indexes to communication serials/
12. Communication Citation Index/
13. Keyword assisted searches/
14.
15. - CIOS newsletters, Journals, & Current information -
16. Recent issues of InterCom - the CIOS/Comserve newsletter/
17. The Electronic Journal of Communication - EJC/REC/
18. Current information (new Books, job listings, current scholarship)/

One should be aware of certain limitations on the internet use of Comserve's services, however. The gopher connection allows Comserve to identify the originating host for a particular connection, but does not allow the identification of individual users. Recall that certain services are available to Comserve Associates but not the general public. Unfortunately, the gopher connection does not show which users are associates; consequently, many of the most profitable uses of the Comserve gopher are available only if the host institution is itself a supporting, institutional member of Comserve, regardless of the status of the individual user.

Still, there are some powerful uses one can make of the internet connection, even if one's institution is not a member. For example, one can follow discussions on any of the hotlines by

opening them up from the appropriate menu. Whether one is a member of a hotline or not, the internet access allows immediate reviewing of recent news, discussion, and announcements in any hotline. In this way, a user does not have to wait to have the hotline "notebook" sent from CIOS over e-mail. Sample browsing through the hotlines is available in the demonstration phase of this program.

Also, a user can search through Comserve's library of files, resulting in production of bibliographies in menu form. Files thus identified can then be ordered through the regular bitnet or internet connection from Comserve in the usual fashion. The disadvantage of this process for those from non-supporting institutions is the time-lag in the transmission of files from the Comserve host. The time between request and receipt of large files can be as much as a week or more. With direct internet access (for supporting institutions), there is no such time-lag.

The journal search capability is also available through the gopher internet connection, but at present there are still limits on its usefulness and access. Through the gopher connection, a person can search only in the so-called "publicly available" journals instead of the full range of journals available to associate members. In fact, associate members will still find it more convenient to use the regular Bitnet or Internet e-mail to conduct journal searches in the full list of indexed journals.

An interesting resource available to general public users on the gopher internet connection to Comserve is the citation index prepared and maintain by Professor Edward Funkhouser of North Carolina State University. This index allows one to find all the times a

particular author has been cited in the communication literature. For example, one can locate all the citations of Charles Berger by entering the last name into the search category. Each entry produced indicates the journal, with volume number, date, and page reference, as well as the name of the citing author. The title or subject of the article in which the author is cited is not included, which could be useful information.

In summary, the most use can be made of the gopher internet connection to Comserve if one's school becomes an institutional supporting member (base cost, $200 per year).

Names and descriptions of hotlines:

Name	Description

I. News services

NewsLine — Joining this special hotline means that you will automatically receive Comserve's news bulletins when they are issued. New news bulletins are issued normally four or five times a year. If you are not a member of NewsLine, the news bulletin is sent you when you send a command to Comserve. By joining Newsline, you will receive the news bulletins automatically; that is, without having to send a command to Comserve. Newsline is a one-way channel; those who join Newsline should not themselves send anything to this hotline.

CommJobs — The CommJobs hotline is for distribution of announcements of academic or industry positions for those in communication studies and related fields (rhetoric, journalism, speech, mass communication, social linguistics, etc.). Once you have joined CommJobs, you will automatically receive copies of position announcements sent over this hotline. If you would like to distribute a position announcement over CommJobs, send it in computer mail to the address of the CIOS staff -- Support@rpitsvm (bitnet) or Support@vm.its.rpi.edu (internet). Your announcement will be redistributed over CommJobs within a short time. CIOS staff will also distribute announcements on paper that are received through the US mail; however, there is a preparation charge for materials submitted in this way. Contact the staff for details.

The CommJobs hotline is open to individuals from institutions that are CIOS affiliates, to Associates of the CIOS, or to those from countries to which Comserve access restrictions do not apply. Send this message to Comserve for more information about access restrictions and CIOS membership categories:

Help Topics CIOS

NewBooks — The NewBooks hotline is a one-way news channel (like NewsLine and CommJobs) that distributes information about new and recent publications relevant to communication-related fields (rhetoric, communication studies, mass communication, speech, social linguistics, etc.). NewBooks postings are prepared by Comserve's staff based on materials obtained from publishers, authors, and published reviews. Contact the staff at Support@rpitsvm (bitnet) Support@vm.its.rpi.edu (internet) for information about how to submit an announcement for NewBooks.

The NewBooks hotline is open to individuals from institutions that are CIOS affiliates, to Associates of the CIOS, or to those from countries to which Comserve access restrictions do not apply. Send this message to Comserve for more information about access restrictions and CIOS membership categories:

Preview — The Preview hotline is an edited news channel that distributes information about recently completed research and scholarship in communication-related fields (rhetoric, communication studies, mass communication, speech, social linguistics, etc.). Preview carries abstracts of conference papers, research reports, papers awaiting publication, computer programs, etc. and in each case information about how to contact the abstract author to obtain a full copy.

If you wish to submit an abstract for distribution over Preview, please obtain a submission form from Comserve's resource library by sending Comserve this message:

Send Preview Form

Complete the form and send it to Preview@Rpitsvm (Bitnet) or Preview@vm.its.rpi.edu (Internet).

II. EJCREC -- A refereed scholarly journal

EJCREC — "Electronic Journal of Communication/La Revue Electronique de Communication" is a peer reviewed electronic scholarly journal. The managing editor is Teresa Harrison (Rensselaer Polytechnic Institute). EJCREC serves as a distribution channel for tables of contents for this journal. Subscribers can obtain copies of articles directly from Comserve's resource library.

III. Hotlines for public dialogue

CCAnet — This hotline is operated by the Canadian Communication Association for the dissemination of CCA news and for discussion among CCA members. Anyone interested in the Canadian Communication Association is invited to join CCAnet.

CMC — For discussion of computer-mediated communication, diffusion of computer communication systems, impacts in education, business, government, etc.

ComDev — "Provides the opportunity for regular global interaction among individuals and institutions working in the areas of international and development communication." Operated by Professor Tom Jacobson (SUNY - Buffalo).

ComGrads — For graduate and undergraduate students in communication studies interested in exchanging ideas on research and teaching, developing resources for the graduate school and employment application process, and creating a national and international student network.

ComHist — For discussion of communication and history, both the social history of interpersonal communication and the

history of communication technologies.

CommDis — For discussion of issues related to speech disorders.

CommEd — For discussion of issues pertaining to communication education.

DisPrac — For discussion of issues pertaining to disciplinary practices within communication studies. Appropriate issues for this hotline might include (but would not be limited to): the basis for divisions in the field, the evolution of the discipline, processes related to publication, peer review, etc.

EduTel — EduTel focuses upon the use of computer mediated communication in educational contexts. Edited by a cross-disciplinary and cross-institutional group of scholars.

Ethno — For discussion of issues in ethnomethodology, conversation and discourse analysis, etc.

FamComm — For discussion of issues relating to communication/ interaction in the marital and family context.

Gender — For discussion of issues pertaining to the study of communication and gender. Gender operates under the editorship of Karla Tonella (University of Iowa).

HealthCo — For discussion of issues pertaining to the study of communication and health and communication in the health care profession. (See related InHealth hotline below).

IAMCRNet — IAMCRNet is a service of the International Association for Mass Communication Research. IAMCRNET's aims are to: 1) distribute an electronic version of the IAMCR Newsletter, 2) distribute other information from IAMCR Headquarters, Sections, and Working Groups, and 3) provide an international forum for the exchange of information on communication research, education and policy.

InHealth — InHealth, the International Health Communication hotline, is a multi-disciplinary, international forum for information exchange and discussion of issues related to communication and health. InHealth provides services that include on-line e-mail messaging, retrieval and storage of database information, distribution of conference, funding, and other information, and special online conferences. A newsletter is sent to all subscribers via conventional mail.

InHealth is jointly moderated by Professors Stuart Schrader, Department of Communication Studies, Bloomsburg University and Leonard Assante, Department of Communication, The University of Scranton. They can be reached at the InHealth Editor's Mailbox: InHealth@SCRANTON (Bitnet) or InHealth@Jaguar.UofS.Edu (Internet).

InterCul — For discussion of issues pertaining to the study of

•	communication across cultures.
Interper	For discussion of issues in interpersonal and small group communication.
Magazine	For discussion of journalistic, communicative, economic & technological issues related to magazine publishing. Edited by Professor David Abrahamson, NYU Center for Publishing.
MassComm	For discussion of issues in the areas of mass communication, mediated interaction, new technologies of communication, etc.
Methods	For discussion of research methodology including qualitative and quantitative procedures.
OrgComm	For discussion of issues pertaining to communication in organizational settings including business and industry.
PhilComm	For discussion of issues in the philosophy of communication, communication theory, and epistemology.
PolComm	For discussion of issues related to political communication.
Rhetoric	For discussion of issues related to the study of rhetoric, rhetorical analysis, social movements, persuasion, etc.

IV. Private hotlines

CCABoard	This is a private hotline for members of the board of directors of the Canadian Communication Association. Board members use CCABOARD to facilitate planning and policy discussion. This hotline is not available to the public.
ProjectA - ProjectK	These private hotlines are used in rotation by groups of scholars and students in support of specific projects (e.g., group research, student debates, educational experiments linking students from classes around the world, coordination of the production of edited books, seminars for scholars interested in special issues, etc.). These hotlines are not available through Comserve directly. Contact the staff for information about how to join or leave a private hotline and for information about obtaining a private hotline for use in a particular project.

Name of Journal	Abbreviation for Comserve	Years Available	Volumes	# of Refs
American Journalism(18)	AJ	1983 - 1993	1-8,10	118
Argumentation and Advocacy(16)	AA	1988 - 1994	25-30	105
Australian Studies in Journalism	ASJ	1992 - 1993	1-2	31
Asian Journal of Communication	ASIA	1990 - 1993	1-3	52
Canadian Journal of Communication(6)	CJC	1978 - 1993	5-18	304
Central States Speech Journal(5)	CSSJ	1970 - 1988	21-39	630
Communication	COM	1974 - 1993	1-13	217
Communication Education(7)	CE	1976 - 1993	25-42	738
Communication Monographs(2)	CM	1977 - 1993	44-60	445
Communication Quarterly(8)	CQ	1975 - 1993	23-41	590
Communication Reports	COMREP	1988 - 1993	1-6	89
Communication Research	CR	1974 - 1992	1-20	578
Communication Research Reports	CRR	1984 - 1993	1-10	247
Communication Studies(5)	CS	1989 - 1992	40-43	95
Communication Yearbook(1)	CY	1977 - 1994	1-17	638
Critical Studies in Mass Communication	CSM	1984 - 1993	1-10	317
Discourse and Society	DS	1990 - 1993	1-4	67
Discourse Processes	DP	1978 - 1993	1-16	344
European Journal of Communication	EUR	1986 - 1993	1-8	260
Gannett Center Journal(15)	GAN	1987 - 1991	1-5(3)	208
Health Communication	HEALTH	1989 - 1993	1-5	90
Howard Journal of Communications	HOWARD	1988 - 1993	1-4	101
Iowa State Journal of Business and Technical Communication(12)	IOWA	1987 - 1988	1-2(1)	22
Journalism History	JH	1974 - 1994	1-19	296
Journalism Monographs(13)	JM	1966 - 1992	1-136	136
Journalism Quarterly	JQ	1970 - 1994	47-70	2472
Journal of the American Forensic Association(16)	JAFA	1964 - 1988	1-24	473
Journal of Applied Communications Research(10)	JACSR	1973 - 1980	1-8	86
Journal of Applied Communication Research(10)	JACR	1981 - 1993	9-21	181
Journal of Broadcasting(3)	JB	1970 - 1984	14-28	622
Journal of Broadcasting and Electronic Media(3)	JBEM	1985 - 1993	29-37	396
Journal of Business Communication	JBC	1963 - 1993	1-30	663
Journal of Business and Technical Communication(12)	JBTC	1988 - 1993	2(2)-7	99
Journal of Mass Media Ethics	JMME	1985 - 1993	1-8	133
Journal of Public Relations Research	JPR	1992 - 1993	4-5	27
Management Communication Quarterly	MCQ	1987 - 1994	1-7	152
Mass Comm Review	MCR	1973 - 1993	1-20	226
Media, Culture and Society	MCS	1979 - 1993	1-15	382
Media Studies Journal(15)	MSJ	1991 - 1993	5(4)-7	133
Nordicom Review(17)	NOR	1981 - 1993		194
Philosophy and Rhetoric	PR	1968 - 1993	1-26	802
Political Communication(14)	PC	1992 - 1993	9-10	42
Political Communication and Persuasion(14)	PCP	1980 - 1991	1-8	167
Progress in Communication Sciences(1)	PCS	1979 - 1993	1-12	106
Public Opinion Quarterly	POQ	1970 - 1993	34-57	979
Public Relations Research Annual(19)	PRA	1989 - 1991	1-3	32
Public Relations Review	PRR	1975 - 1993	1-19	497
Rhetoric Review	RR	1984 - 1994	1-12	249
Southern Speech Journal(11)	SSJ	1970 - 1971	36	23

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Southern Speech Comm. Journal(11)	SSCJ	1971 - 1988	37-53	456
Southern Communication Journal(11)	SCJ	1988 - 1993	54-58	132
Speech Monographs(2)	SM	1970 - 1976	37-43	273
Speech Teacher(7)	ST	1970 - 1975	19-24	279
Today's Speech(8)	TS	1970 - 1974	18-22	149
Western Speech(4)	WS	1970 - 1975	34-39(1)	153
Western Speech Communication(4)	WSC	1975 - 1976	39(2)-40	45
Western Journal of Speech Comm.(4)	WJSC	1977 - 1991	41-55	412
Western Journal of Communication(4)	WJC	1992 - 1993	56-57	60
Women's Studies in Communication	WOMEN	1977 - 1993	1-16	132
Written Communication	WC	1984 - 1993	1-10	209

----- Notes -----

1. An annual volume rather than a quarterly serial.
2. Communication Monographs continues Speech Monographs.
3. Journal of Broadcasting and Electronic Media continues Journal of Broadcasting.
4. Western Speech is continued by Western Speech Communication, which is continued by Western Journal of Speech Communication, which is continued by Western Journal of Communication.
5. Central States Speech Journal is continued by Communication Studies.
6. Volumes 1 through 4 of the Canadian Journal of Communication appeared under the title "Media Probe". Media Probe is not in a format that permits indexing and has been excluded from Comserve's Journals Index.
7. Speech Teacher is continued by Communication Education. ERIC reports and reviews of non-print educational resources are not included.
8. Communication Quarterly continues Today's Speech.
9. Human Communication Research published two "Winter, 1983" issues, one associated with volume 9, the other with volume 10.
10. Journal of Applied Communication Research continues Journal of Applied Communications Research.
11. Southern Speech Journal is continued by Southern Speech Communication Journal, which is continued by Southern Communication Journal.
12. Iowa State Journal of Business and Technical Communication is continued by Journal of Business and Technical Communication
13. Journalism Monographs is published as a numbered series rather than the standard volume/issue structure. The numbers that appear in the volume column are monograph numbers.
14. Political Communication and Persuasion is continued by Political Communication.
15. Gannett Center Journal is continued by Media Studies Journal.
16. Journal of the American Forensic Association is continued by Argumentation and Advocacy.
17. Nordicom Review is published as a series without volume or season designation.
18. American Journalism has not yet published volume 9 or volume 10 nos. 1 and 2. A combined issue covering volume 10 nos. 3 and 4 has been published and is included in this index.
19. Public Relations Research Annual is continued by Journal of Public Relations Research.
20. Data for this journal was supplied by the NCJ editor. Although NCJ published continuously, there are no issues dated in the year 1990. Please direct questions to the editor.

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